

Information Technology Department Customer Services Division

Password:

customer-centric

....Hear what ITD Customers have to say...

"...impressed with the easiness of this survey."

....State Land Department, Bismarck

"...my experience with the password problem was made very painless & I appreciated the kindness."

....McKenzie County Sheriff's Dept.,
Watford City

"You couldn't ask for better service. I called and everything was taken care of promptly and politely."

...Minot Police Department

"...a super job, very diligent & tenacious getting to the bottom of my problem. Two thumbs up!!"

....Southeast Human Service Center,
Fargo

"Thanks for the quick response!"

....Department of Commerce

"...very satisfied with everything."

Richland County Auditor, Wahpeton

"...very helpful & polite. I truly do appreciate the help."

....Dept. of Corrections & Rehabilitation,
Bismarck

"Very fast solution to my call—very friendly. Thanks!"

....State Seed Department, Fargo

"...received very prompt attention to the issue..."

....Department of Health, Bismarck

"...incident was resolved in a very timely manner and to my utmost satisfaction. Great Job!!"

....ITD, Bismarck

"...incident was dispatched immediately, and someone called me right away with a detailed description of what was going on."

....Game and Fish Department, Bis.

"...ITD Staff have been courteous & professional when I call."

....Field Services Division
Parole & Probation Office, Rolla

"Thank you for the prompt resolution of our problem."

...Public Service Commission, Bismarck

"Never have had anything less than outstanding service when I call."

...Medical Services Administration,
Dept. of Human Services, Bismarck

"...very helpful, understanding, & easy to work with and to share their knowledge. ...completely satisfied with the service I received."

....Hebron School District 13



Incident Management Survey Comments (May, 2006)